higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 3

(11011073)

13 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 8 pages.

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TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Write neatly and legibly.

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SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Goods like food and flowers are always transported by air because of their perishable nature and sell-by properties.

1.2 A passenger must depend on availability of transport when choosing a type of mode of transport to use.

1.3 The increased cost is the reason why inter-modal transport is sometimes less attractive to customers since the loading and unloading between modes.

1.4 A roadrailer is especially designed for rail transport using articulated semi-trailer that converts into a rail-transport wagon.

1.5 When transporting diamonds the main consideration is the reliability and dependability of the mode to be used.

1.6 The choice of transport mode is extremely complex because of the influence of market or industry factors.

1.7 According to Insight (2012) and Profit Point (2012) electronic procurement systems assist in analysing what-if saturation.

1.8 The main airport in South America is Cape Town International

1.9 The transport sector is one of the biggest culprits when it comes to the use of energy, and contributes hugely to global warming through the emission of the carbon dioxide.

1.10 A taxi as a mode of transport preferred mostly by commuters because taxis are popular among most previously disadvantaged individuals.

(10 × 1) **[10]**

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QUESTION 2

Choose an item COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
2.1	… are also the safest, most cost-effective and efficient means of moving petroleum products	A inter-modal transport
2.2	The movement of one unit load from origin to destination by several methods or transportation under one document without breaking up the unit load is called …	B pipelines
2.3	… is the rate at which the transport mode occurs over a particular period of time	C obsolescence
2.4	The purpose of … is that it is not effected by poor weather conditions	D insurance
2.5	… when a company uses slow or non-dependable or erratic modes of transport	E fires
2.6	… are the costs that a company incurs while not producing any goods or services	F multi-product pipelines
2.7	… is one of the factors influencing transportation costs	G a surplus of vehicles
2.8	… is one of the situations that may confront transport carriers	H capacity
2.9	Poor vehicle utilisation may be due to …	I fixed costs
2.10	… usually update their final reservation list with all passenger details electronically	J transport operators
		K multi-modal transport

(10 × 1) **[10]**

QUESTION 3

Define the following concepts. Write only the definition next to question number (3.1–3.5) in the ANSWER BOOK.

3.1 Frequency

3.2 Cellular container ship

3.3 Transit capital

3.4 Misappropriation

3.5 Public transport

(5 × 2) **[10]**

TOTAL SECTION A: 30

SECTION B

QUESTION 4

4.1 Describe FOUR purposes of rail transport. (4 × 2) (8)

4.2 Read the following statement and answer the questions.

> Unitised loads, such as ISO compliant containers and pallets gave inter-modal and multi-modal transport a huge boost. It allowed the same container to be transported safely by aircraft, ships, trains and trucks without unnecessary handling.

Examples of ISO containers





4.2.1 What does ISO stand for? (1)

4.2.2 Describe THREE advantages of unitised loads and multi-modal transport. (3)

4.2.3 Name and describe FOUR most often used intermodal containers that simplify freight movement among transport modes. (4 × 2) (8)

[20]

QUESTION 5

5.1 Read the following statement and answer the questions.

> Technical factors are those aspects that impact on how a business operates. They are usually related to the specialised manpower, equipment and electronic systems used within the business environment or that of its suppliers, service providers and customers. Due to increased reliance on equipment, technological factors currently exert a considerably more important influence on the success of a business than they did only fifty years ago.
>
> (*Business directory.com, 2012*)

Identify FOUR technical factors that need to be considered in the way a business operates. (2 × 4) (8)

5.2 Read the following statement and answer the questions.

There are many different types of costs and charges negotiated between transport carriers and regulating bodies and these vary among the different modes of transport too. It is crucial for transport operators to know what their responsibilities are and where to find the necessary information regarding passenger and freight transport costs and charges.

5.2.1 Explain FOUR general guidelines for dealing with and handling of cash (UC Santa Cruz, n.d.). (2 × 4) (8)

5.2.2 Describe FOUR examples of special services that need to be negotiated with the regulatory bodies. (2 × 4) (8)
[24]

QUESTION 6

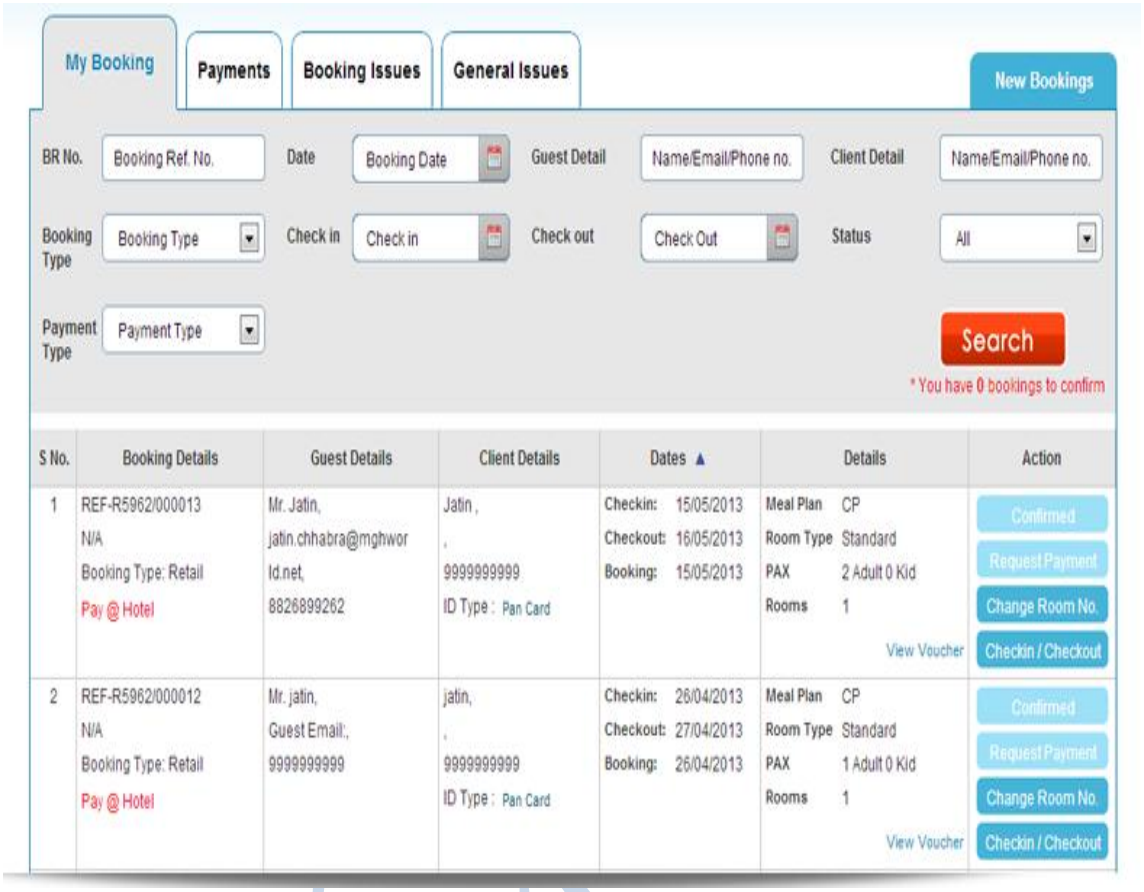
6.1 List and describe FOUR techniques used to ensure an economical passenger transport service. (3 × 4) (12)

6.2 Read the following statement and answer the questions.

With the convenience that technology brings, customers do not need to visit service providers to make reservations. Reservations can be made online or by phone. Customer details are recorded and stored permanently on the service provider's computer system. When the customer makes use of the same services at a later stage, their personal information can be retrieved quickly and effortlessly.

Example of document for booking on line

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6.2.1 Describe FOUR steps in making reservations according to website. (Intercape, 2011). (4 × 2) (8)

6.2.2 Identify THREE duties of an agent when a customer wishes to make a reservation. (3 × 2) (6)

[26]

TOTAL SECTION B: 70
GRAND TOTAL: 100

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